

A woman with dark hair, wearing a white lab coat, is shown from the chest up, looking down at a small glass flask she is holding. The flask has the word 'SERVICE' and '100 ml' printed on it. The background is a warm, orange-toned image of a person's face. Overlaid on the image are several thin, purple, intersecting circles and a series of small purple squares. A large, stylized arrow points from the bottom left towards the center, composed of black, white, and purple geometric shapes.

# SERVICE *Innovation*

## 2005-2006 ANNUAL REPORT

Michael K. Jeanes  
Clerk of the Superior Court  
Maricopa County

# *Innovation is...*



*"...the process of making improvements by introducing something new."*

*- The American Heritage Dictionary*

*"...the process of making changes."*

*- Webster's New World Dictionary*

*"...a new idea, method, or device."*

*- Merriam-Webster Online*

*"...the creation of the new or the re-arranging of the old in a new way."*

*- Michael Vance, American Creativity Expert, Lecturer*

*"...the pivotal moment when talented and motivated people seek the opportunity to act on their ideas."*

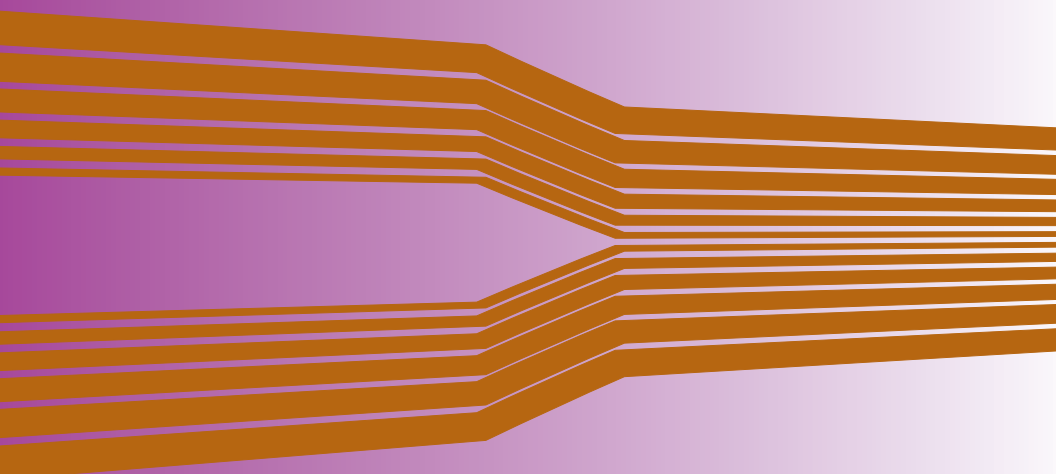
*- W. Arthur Porter, Technology Expert*

*"...change that creates a new dimension of performance."*

*- Peter Drucker, Author, Management Consultant*

*"...the creative force of humankind that allows the progress of the world to advance."*

*- World Innovation Foundation*



# SERVICE *Innovation*

<i>Providing Vision . . . . .</i>	<i>.3</i>
<i>Shining Forth . . . . .</i>	<i>.6</i>
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## Service Innovation is More Than a Good Idea to Us



*Service Innovation*. . . just two words, yet they say a great deal in describing the Clerk of the Superior Court's Office. They communicate our approach to the business we perform. They convey the attitude of our staff members. They define our current customer focus. They embody the spirit of our future efforts.

However, *Service Innovation* is in no way unique to our Office. It is far bigger. The spirit of innovation can be traced back to the beginning of civilization. Throughout our world's history, men and women have been inventing new devices to improve the quality of life, creating better ways to accomplish things, developing new items that add convenience, and examining ways to enhance service.

We embrace this storied spirit and these ideals. We do not have a "business as usual" mentality. Instead, we desire that our business be unusual—unusually better, unusually efficient, and unusually helpful. In order to do this, we need to be innovative and open to change. Like the inventor, we must envision how things can be made better, be wise, work hard, and remain determined to achieve the desired results.

I am proud to say that I believe we are accomplishing all of this for our customers, as you will see in this Annual Report. The report lists many of our innovative efforts to provide quality service—not only for our current customers, but also for our future customers.

*Service Innovation*. . . a spirit that has driven inventors for centuries; a spirit that inspires us today.

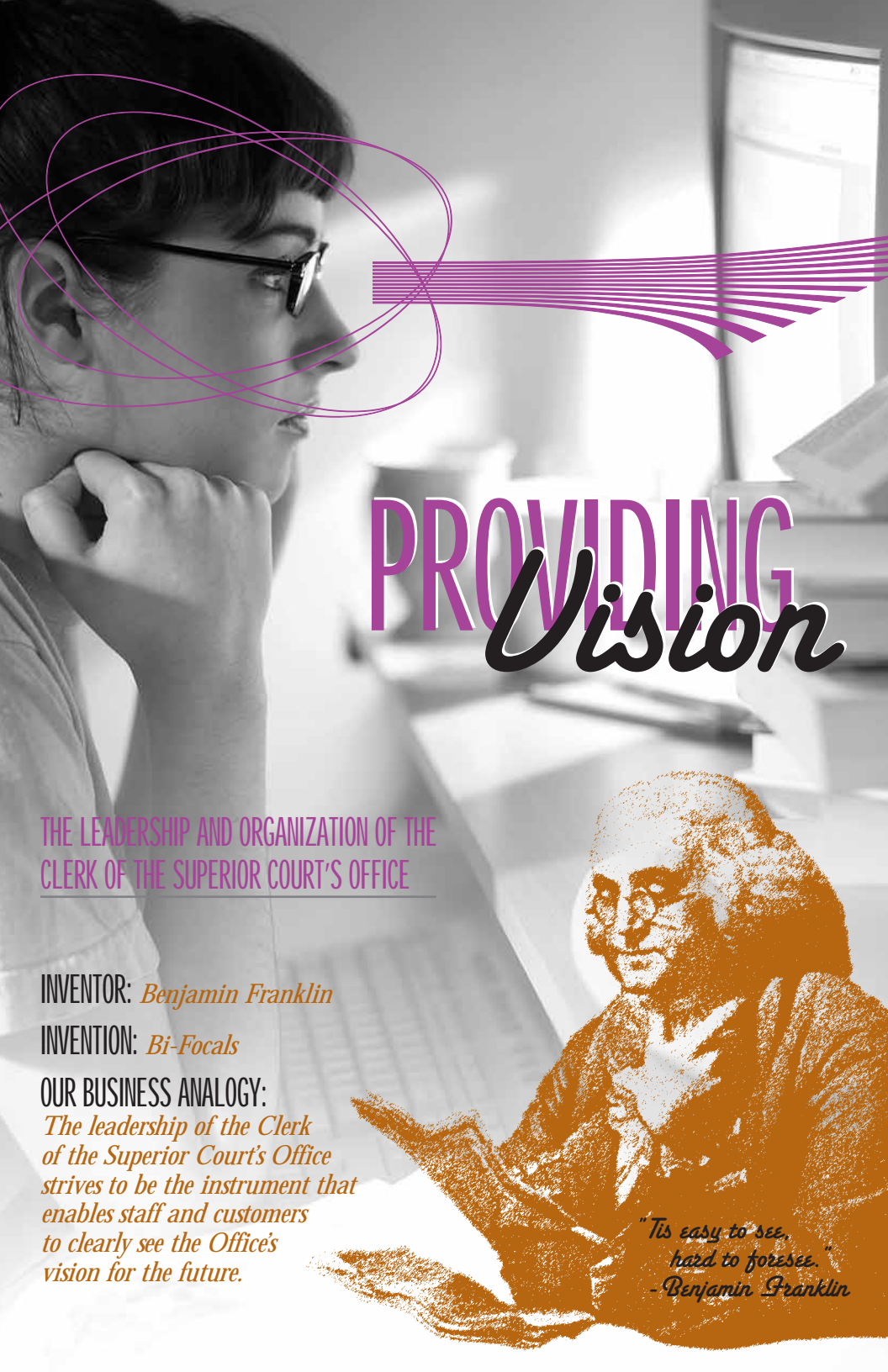
Sincerely,

Michael K. Jeanes

*Clerk of the Superior Court, Maricopa County*

**NOTE:** *In this annual report, we pay tribute to the contributions that inventors have made throughout history. A timeline of inventions is charted at the bottom of each page, several of which have benefited businesses and governments for many, many years.*





# PROVIDING *Vision*

THE LEADERSHIP AND ORGANIZATION OF THE  
CLERK OF THE SUPERIOR COURT'S OFFICE

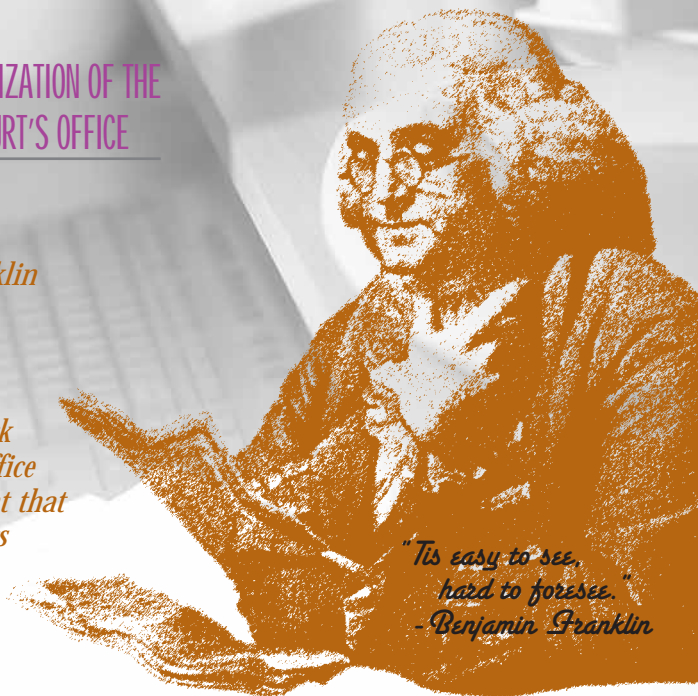
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INVENTOR: *Benjamin Franklin*

INVENTION: *Bi-Focals*

OUR BUSINESS ANALOGY:

*The leadership of the Clerk of the Superior Court's Office strives to be the instrument that enables staff and customers to clearly see the Office's vision for the future.*



*"Tis easy to see,  
hard to foresee."  
- Benjamin Franklin*



## Casting the Vision

In November 1998, Michael K. Jeanes was elected to the Office of the Clerk of the Superior Court by the voters of Maricopa County. In November 2002, he was re-elected to the Office to serve a second four-year term.

Jeanes was born in Chicago, Illinois, but has lived more than half of his life in Maricopa County. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago and a Master of Public Administration Degree from Arizona State University.

Prior to being the Clerk of the Court, he served as an Associate Clerk within the Clerk's Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court and Management Analyst/Project Manager for Maricopa County.

As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading an organization of more than 720 employees, supporting 146 judges and commissioners, serving a constituency of 3.7 million, and operating an Office that serves one of the fastest growing and largest counties in the nation.

Michael is a strong advocate for quality customer service. He personally teaches a customer class to all new employees, implemented an online survey to solicit customer feedback, speaks to various audiences about the Office, meets monthly with employees to hear their thoughts on improving service, and distributes articles and newsletters to communicate with those who interact with the Office. His biggest step to improve service is now in progress—the implementation of the electronic court record which will completely transform how the court does business. Several achievements toward this goal have already been made and are mentioned in this report.

His desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 local and national organizations.



### MICHAEL'S NEW STRATEGIC PLAN IS THE FOUNDATION OF INNOVATIVE SPIRIT

Michael recently released a Strategic Plan for 2006-2008 that represents the overall strategic direction for the Clerk of the Superior Court's Office and sets the foundation of the innovative efforts the Office will make to better serve its customers. The Plan outlines the Office's significant goals—goals which support its mission. The Strategic Plan is available on the Office website at: [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov) in the *Latest News* section. As the Office moves forward, the Strategic Plan will allow staff and other interested parties to see the progress and significant milestones the Office has reached. Updates are also being produced and published to chart progress.

E. G. von Kleist  
invents the first  
electrical capacitor  
1745

Samuel Johnson  
publishes first English  
language dictionary  
1755

George Louis Lesage patents  
the electric telegraph  
1774

Nicolas Conte  
patented process  
to make pencils  
1795

1740

1750

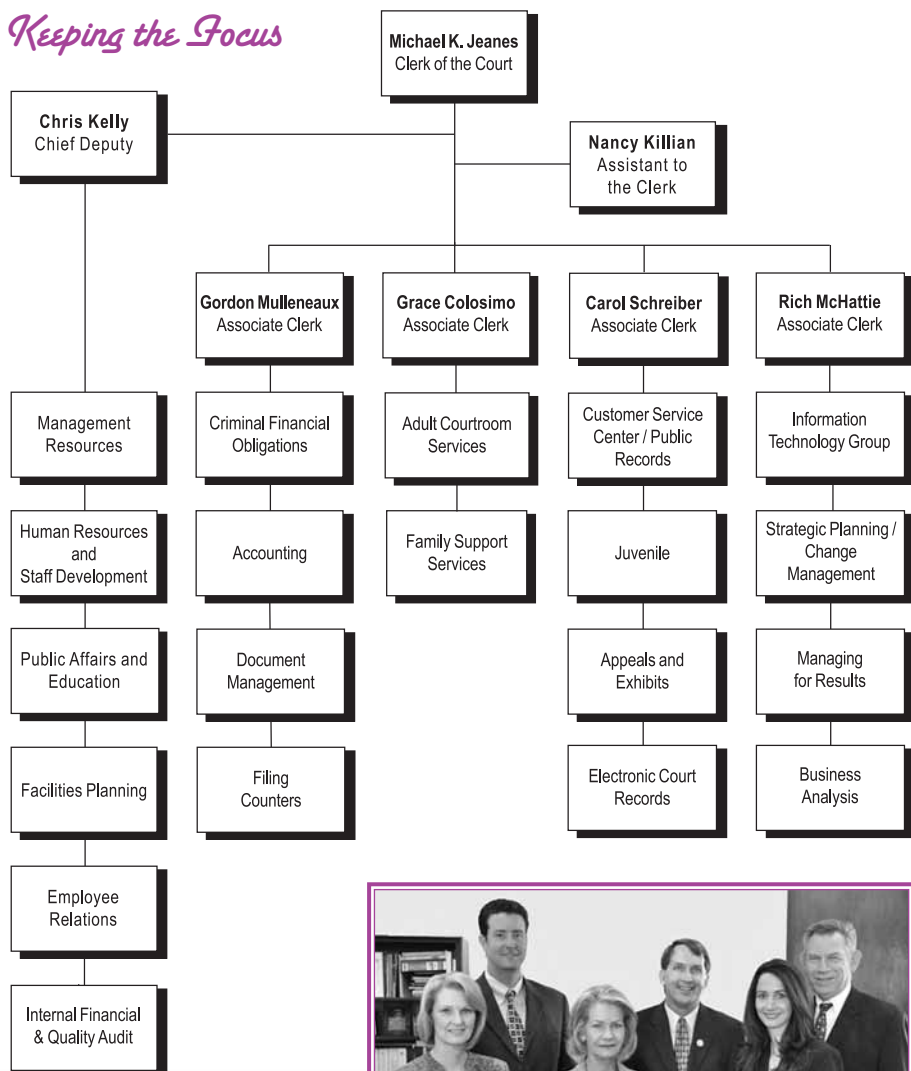
1760

1770

1780

1790

## Keeping the Focus



## Clerk of the Court Administration



(Back row, from left) Associate Clerk, Rich McHattie; Clerk of the Court, Michael Jeanes; Associate Clerk, Gordon Mulleneaux. (Front row, from left) Associate Clerk, Carol Schreiber; Associate Clerk, Grace Colosimo; Chief Deputy, Chris Kelly.

Louis Robert invents machine for sheet papermaking  
1799

Freidrich Winzer patents gas lighting  
1804

Frederick Koenig invents an improved printing press  
1810

Joseph Aspdin patents Portland Cement®, modern building material  
1824

1815

1820

1825

1800

1805

1810



# SHINING *Forth*

AN OVERVIEW OF THE CLERK OF THE  
SUPERIOR COURT'S OFFICE

INVENTOR: *Thomas Edison*

INVENTION: *Light Bulb*

OUR BUSINESS ANALOGY:

*The Clerk of the Superior Court's Office strives to shine in service, innovation, and integrity.*

*"The three great essentials to achieve anything worthwhile are, first, hard work; second, stick-to-itiveness; third, common sense."*

*-Thomas Edison*



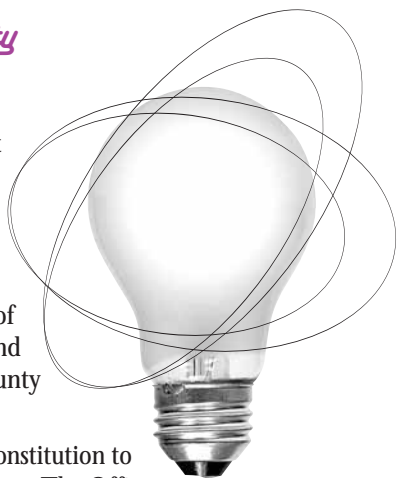
## Long-Lasting Light for the Community

### A HISTORICAL LOOK AT THE CLERK'S OFFICE

The Office of the Clerk is historically one of the oldest public servant positions. The office can be traced back more than a thousand years. When the early colonists arrived in America, the Office of Clerk was one of the first forms of local government they established.

Through the years, Clerks became a central part of government and a direct connection between citizens and their government. There are very few offices in county government that assist such a wide range of people.

In Arizona, the Clerk's Office was established by State Constitution to serve the citizens, legal community, and the Superior Court. The Office was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk of the Superior Court is an elected official who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.



### THE PRESENT

Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the third largest county in the nation. The Office is dedicated to providing quality customer service, working efficiently, striving to continually improve, being fiscally responsible, and having foresight to meet future needs. The Office has seven locations to serve the public throughout the County.

### FUNCTIONS OF THE CLERK'S OFFICE

The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. Among the Office's responsibilities are to:

- Provide public access to the records of the Superior Court in Maricopa County;
- Attend each Superior Court session to record the actions of the court;
- Be the first stop in initiating any Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Issue and record marriage licenses; and
- Process passport applications.

Charles Wheatstone  
invents the  
microphone  
1827

W. A. Burt invents  
the typewriter  
1829

Charles Babbage invents  
mechanical calculator  
1835

Samuel Morse  
invents the telegraph  
1837

1835

1840

1830

## *The Guiding Light of Service Innovation*

Following are the **Mission, Vision, and Strategic Priorities** that guide the Clerk of the Superior Court's Office down the path of *Service Innovation*.

**MISSION:** The Mission of the Clerk of the Superior Court is to provide progressive and efficient court-related records management, and financial services for the justice system, legal community, and public so that they have fair and timely access to accurate court records and services.

**VISION:** The vision of the Clerk of the Superior Court is to anticipate, meet, and exceed the expectations of our customers.

### **STRATEGIC PRIORITIES:**

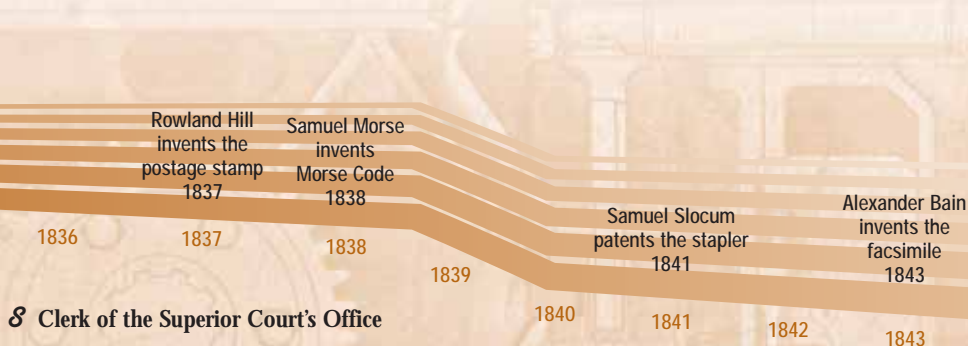
**STRATEGIC PRIORITY 1 - STRATEGIC PLANNING** The Clerk of the Superior Court will utilize an organized strategic planning process to prioritize major initiatives focused on the timely delivery of the most cost-effective, customer-focused solutions for the justice community and the public.

**STRATEGIC PRIORITY 2 - ELECTRONIC COURT RECORD (ECR)** By January 1, 2007 (commonly referred to as 1/1/07), the Clerk of the Superior Court will adopt and maintain the ECR as the official record for Adult case types filed on and after January 2, 2002.

**STRATEGIC PRIORITY 3 - LEGISLATIVE/REGULATIONS** The Clerk of Superior Court will continue its proactive role in policy and rule making to ensure our ability to implement the appropriate operational processes and procedures to balance privacy concerns with public access needs.

**STRATEGIC PRIORITY 4 - EMPLOYEE DEVELOPMENT & CUSTOMER SERVICE** The Clerk of Superior Court will ensure high levels of employee satisfaction through development and implementation of initiatives that address employee recruitment, training, development, and retention.

**STRATEGIC PRIORITY 5 - FINANCIAL MANAGEMENT** The Clerk of Superior Court, as the statutory fiduciary of the Superior Court, will implement and maintain financial processes that support a unified approach to eBusiness, and provide for the timely and accurate collection, disbursement, and reporting of court-ordered payments.





# GROUND Work

## STATISTICS OF THE CLERK OF THE SUPERIOR COURT'S OFFICE

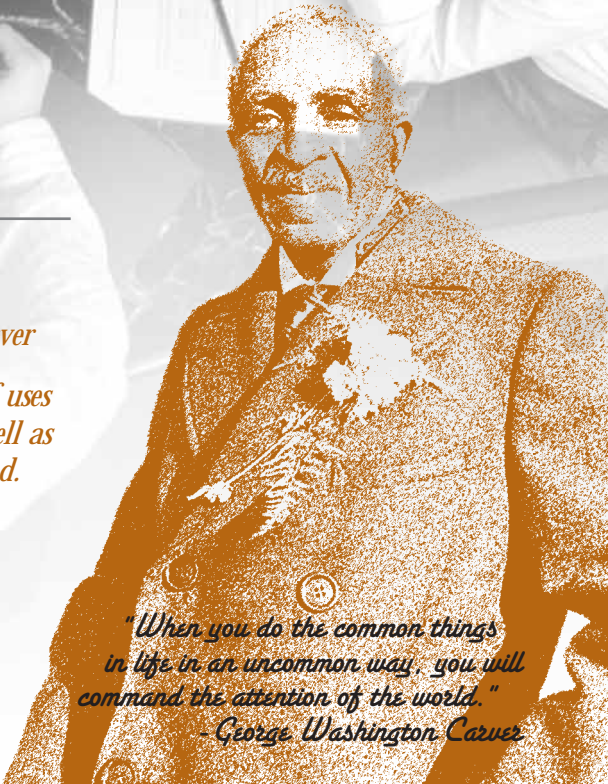
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**INVENTOR:** *George Washington Carver*

**INVENTION:** *Discovered hundreds of uses for peanuts and other plants as well as developed the crop rotation method.*

### OUR BUSINESS ANALOGY:

*The Clerk of the Superior Court's Office strives to cultivate its resources to ensure a rewarding service harvest for customers.*



*"When you do the common things in life in an uncommon way, you will command the attention of the world."*

*- George Washington Carver*

## Cases Filed

### CRIMINAL CASES

2005 - 2006 = 39,492

2004 - 2005 = 37,572

2003 - 2004 = 34,210

### FAMILY CASES

2005 - 2006 = 33,835

2004 - 2005 = 36,963

2003 - 2004 = 34,868

### JUVENILE COURT

2005 - 2006 = 18,987

2004 - 2005 = 27,757

2003 - 2004 = 18,348

### PROBATE/MENTAL HEALTH

2005 - 2006 = 7,435

2004 - 2005 = 7,123

2003 - 2004 = 6,992

### CIVIL CASES

2005 - 2006 = 27,320

2004 - 2005 = 30,067

2003 - 2004 = 33,562

### TAX CASES

2005 - 2006 = 917

2004 - 2005 = 1,287

2003 - 2004 = 1,537

The **Filing Counters** are the starting point for the majority of Superior Court cases.

In addition, the Clerk's Office had **2,092,065 subsequent adult case filings** and **238,856 subsequent juvenile case filings** in 2005-2006. (Subsequent filings are documents that are filed after the original petition.)

## Marriage Licenses and Passport Applications

### MARRIAGE LICENSES ISSUED

2005 - 2006 = 25,517

2004 - 2005 = 23,987

2003 - 2004 = 23,425

### PASSPORT APPS PROCESSED

2005 - 2006 = 17,901

2004 - 2005 = 17,035

2003 - 2004 = 21,335

The **License Services Office** is responsible for issuing marriage licenses and processing passport applications.

## Exhibits Processed and Released

### ADULT AND JUVENILE COURT

2005 - 2006 = 148,679

2004 - 2005 = 137,644

2003 - 2004 = 128,082

The **Exhibits Department** is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

Alexander Parkes  
invents first man-  
made plastic  
1862

Christopher Scholes  
invents first modern  
typewriter  
1867

A. M. Ward  
issues first mail-  
order catalog  
1872

Alexander Graham  
Bell patents the  
telephone  
1876

1860

1865

1870

1875

1880

## Total Restitution Monies Dispersed

2005 - 2006 = \$10,588,185  
2004 - 2005 = \$9,077,419  
2003 - 2004 = \$8,200,819

The **Criminal Financial Obligations (CFO)** Section is responsible for the disbursement of all court-ordered financial sanctions including restitution payments to victims of crime. In addition, CFO works to locate the victims of crime who are owed restitution, but have lost contact with the court.

## Total Funds Collected

2005 - 2006 = \$1,979,899  
2004 - 2005 = \$2,035,982  
2003 - 2004 = \$1,791,802

The **Billing/Deferral Unit** establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fee amounts. This unit also processes payments received in these matters and submits non-paying parties to the Tax Intercept Program so that tax return funds may be applied to debts due to the court.

## Number of Images Filmed

2005 - 2006 = 3,833,825  
2004 - 2005 = 2,324,456

**Micrographics** films court case files for permanent retention according to State of Arizona archival standards.

## Minute Entries Distributed

MINUTE ENTRIES COPIED AND  
DISTRIBUTED FOR 2005-2006  
Adult Cases = 2,093,709  
Juvenile Cases = 374,090

MINUTE ENTRIES DISTRIBUTED  
ELECTRONICALLY FOR 2005-2006  
Adult Cases = 199,272  
Juvenile Cases = 450,050

The **Distribution & Duplication Center** is responsible for distributing minute entries for endorsement to appropriate parties.

## Other Statistics

IN 2005-2006, THE CLERK'S OFFICE HAD:

- 6,887 trackings of specialized Family Court filings by Support Services
- 949 appeals filed
- 15,375 notary bond applications processed

Thomas Edison  
invents the  
light bulb  
1879

William Purvis  
patented the  
rubber stamp  
1883

Lewis Waterman  
invents first  
practical  
fountain pen  
1884

James Ritty  
invents first  
mechanical  
cash register  
1884

1883

1884

1880

1881

1882



## Orders of Assignment Mailings (WAGE ASSIGNMENT)

2005 - 2006 = 27,909  
2004 - 2005 = 28,473  
2003 - 2004 = 24,024

**Support Finance's** responsibilities include processing Orders of Assignment. The Orders of Assignment are sent to the obligor's employer. The employer is required by law to comply with the court order to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

## Customer Service Statistics

NUMBER OF CUSTOMERS  
SERVED IN 2005-2006:  
Customers Served = 389,939

The **Customer Service Center** provides services for customers to obtain a marriage license, apply for a passport, and access court records.

NUMBER OF PEOPLE  
ASSISTED IN 2005-2006:  
Customers Assisted = 158,159

The **Customer Information Center** assists the public with information and/or directions when they visit the court.

NUMBER OF CALLS  
PROCESSED IN 2005-2006:  
Customers Assisted = 299,344

The **Star Call Center** is responsible for answering and routing the Office's telephone calls.

## Documents Added to the Electronic Repository

STATISTICS FOR THE ANNUAL GROWTH  
OF THE ELECTRONIC REPOSITORY:

2005 - 2006 = 2,922,782  
2004 - 2005 = 2,583,584  
2003 - 2004 = 2,304,495  
2002 - 2003 = 1,874,041

In 2002, the Office began scanning the paper documents it receives for filing in Criminal, Civil, Family Court, Mental Health, and Tax case types (Probate documents have been scanned since Dec., 1997). The majority of documents filed in these case types are scanned and converted to electronic documents. The **Electronic Repository** of images now contains over 10.6 million documents. These electronic records are being accessed by over 6,700 court, Clerk's Office, and criminal justice agency personnel, as well as public users who view these records daily from computer terminals in the public records areas.

## Court Hearings Covered by Courtroom Clerks

NUMBER OF COURT HEARINGS  
ATTENDED IN 2005-2006:  
Adult Court Hearings Covered = 312,443  
Juvenile Court Hearings Covered = 57,282

**Courtroom Clerks** attend each Superior Court session to record the actions of the court.

Henry Brown invents  
the office safe  
1886

1885

1890

1895

Johan Vaaler  
invents the  
paperclip  
1899


Wright Brothers  
invent the first  
manned airplane  
1903

1900

Model T  
first sold  
1908

1905

1910



# BREAK Through

2005 - 2006

OFFICE HIGHLIGHTS AND INFORMATION


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**INVENTOR:** *Grace Hopper*

**INVENTION:** *COBOL, the business programming language that brought computer use and data processing into the world of commerce.*

**OUR BUSINESS ANALOGY:**

*The Clerk of the Superior Court's Office strives to continue to break through with service that clearly speaks to the current and future needs of its customers.*



*"The most dangerous phrase in the language is - We have always done it this way."*

*- Grace Hopper*

## PROJECT: *Electronic Court Record (ECR)*

**NEED:** To implement an electronic document management system that enables the judicial system to receive, store, route, and make available electronic documents and eliminate paper documents.

**INNOVATION:** The vision to make the paper trail narrower is becoming a reality for the Office through the implementation of the ECR.

**RESULTS:** The following is a list of various ECR achievements:

**ELECTRONIC REPOSITORY:** Each month, more than 263,000 paper documents are filed with the Office. These documents are scanned and converted to electronic format and stored within an electronic repository. The repository now contains nearly 11 million documents. Thus far, access to these documents has been granted to 16 governmental agencies, which saves time and paper for the Office and these agencies.

**eFILING:** The Office has launched three eFiling Pilot Programs that provide numerous benefits including: 1) attorneys can file from their computer; 2) the court can download files quickly and conveniently; 3) judges, parties, and the public (where permissible) can view the case simultaneously and immediately; 4) speed and accuracy in processing the case increases; 5) it is convenient for participating agencies and firms who do not have to travel to the filing counter and wait in line; 6) and it reduces a tremendous volume of paper being used. The three eFiling programs are:



- **CIVIL COMPLEX LITIGATION:** *Involves complex civil litigation cases where there are multiple parties, cases, and/or issues. Currently, there are more than 70 cases involved.*
- **CRIMINAL:** *eFiling in criminal cases recently expanded from eight divisions to all court locations in this case type. There are several thousand cases involved.*
- **CIVIL:** *This pilot involves 11 divisions and about 1,500 cases.*

**TRAINING:** Monthly eFiling training classes are offered to law firms and legal support staff to acquaint them with the new Court eFiling system. Approximately 1,000 individuals have participated in the training courses.

**UNSIGNED MINUTE ENTRIES:** Starting next fiscal year, all unsigned Minutes Entries (ME) will not be printed and placed in the hard file. Instead, the ME will be eFiled, which improves efficiency, eliminates paper, and reduces manual labor. The Office prints and places nearly 1,500 paper ME per day into the hard file.

**STORAGE SAVING:** Paper documents placed in hard files fill hundreds of shelving units that require a significant amount of space. With the new electronic storage system, electronic images are stored on disks. Approximately 260,000 pages of paper can fit onto one 5.25-inch optical disk as an electronic image.

**LOOKING AHEAD:** Future plans are to expand the ECR throughout the court system in all case types.

Notebooks with spiral  
bindings invented  
1924

1922

1926

Scotch® Tape patented  
by Richard G. Drew  
1930

1930

Chester Carlson  
invents the  
photocopier  
1937

1934

Ladislo Biro  
invents the  
ballpoint pen  
1938

1938

## PROJECT: *Northeast Expansion*

**NEED:** Provide convenient court services for northeast county residents.

**INNOVATION:** In September, the Clerk of the Court's Office, Superior Court, and Justice Courts opened a new 104,900 square-foot Northeast Regional Center, located at 18380 N. 40th St. in Phoenix, to serve the northeast county residents.



The Clerk's Office offers several services at the facility including: filing for Civil, Family, Probate, and Tax court cases; a 24-hour filing depository box; marriage licenses issuance; passport application processing; and copies of court records through access terminals.

The building also has 12 courtrooms (Civil and Family cases), and four Justice Courts. The courtrooms are equipped with state-of-the-art technology including special audio, video, and/or CD taping of proceedings.

Other services available to the public are: a Self-Service Center; Domestic Violence Prevention Center; Juror Services; Mediation; Conciliation; Court Information Services; and Court Interpreters.

**RESULT:** The new court facility saves time and travel costs for residents in the area by eliminating the need to drive into downtown Phoenix, or to Mesa, or Surprise to obtain court services.

## PROJECT: *Office Website* ([www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov))

**NEED:** To provide customers with a more user-friendly, visually-appealing website.

**INNOVATION:** The Public Affairs Office and Information Technology Group designed a new website with an enhanced appearance and additional options. Information available on the website includes: court cases, eFiling, Office locations, a customer survey, family and juvenile matters, and frequent questions.

**RESULT:** The Office received several positive comments from website users including: *Information is much easier to find;* *Definitely user-friendly;* *Without a doubt assists customers much better;* and *Simply awesome!*



To get a closer look at the American Justice System, a delegation of seven leading Kosovar jurists toured the Clerk's Office and Superior Court this year. They visited to study the state's court system to help them lead a judicial reform in their country. "Ten years ago, such a delegation from former Yugoslavia would have been impossible," ASU Director of Russian and East European Studies Stephen Batalden said. "There was no Kosovo Supreme Court, no elected presidency, and no independent judiciary."

Konrad Zuse  
invents computer  
controlled by  
software  
1941

John Atanasoff  
& Clifford Berry  
build electronic  
digital computer  
1942

Mobile Phones  
first invented  
1947

Telephone  
pager  
patented  
1949

1946

1948

1944

1942

1941

1940

## PROJECT: *Inmate Transfer Acceleration*

**NEED:** Reduce the average length of stay that a Department of Correction (DOC) sentenced inmate spends at the county jail before being transferred to a DOC institution.

**INNOVATION:** The Clerk's Office and Court in partnership with numerous County and Judicial Departments worked together with the Sheriff's Office and DOC to review a lengthy paper process of transferring an inmate from the county jail to a DOC prison. This time-consuming creation/approval process required several steps between different agencies that took many days to complete before the Sheriff could transfer the inmate to DOC.

**RESULT:** In May, any defendant sentenced to DOC is transferred to DOC by an Order of Confinement Packet, which is compiled in Court at the time of sentencing. This accelerates the DOC inmate transfer process by nine days, resulting in an annual 4.3 million dollar savings.

## PROJECT: *Minute Entry Electronic Delivery System (MEEDS)*

**NEED:** Provide faster, less expensive delivery of minute entries.

**INNOVATION:** The Clerk's Office created a more efficient way to deliver minute entries to law firms through an application called MEEDS. MEEDS automates the entire court minute entry process for adult, non-confidential cases by sorting and electronically sending the entries from the courtroom clerk to the docket, website, and law firms.

**RESULT:** There are nearly 5,000 attorneys who receive their minute entries through MEEDS. The Office distributes an average of 1,570 minute entries per day. Prior to MEEDS, minute entries were manually printed, sorted, and either mailed or placed in an area for attorney pickup. MEEDS has saved the Office considerable time, printing and mailing costs.



The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine the ownership of surface water rights in Arizona. Since Maricopa County has the largest number of potential claimants, the Clerk's Office is entrusted with the record keeping for the entire adjudication process. Specifically, the Office maintains 84,206 claims and provides document access to litigants and the public.

Since its initiation in 1979, the Gila River adjudication cases, currently administered by the Honorable Eddward Ballinger Jr. and Special Master George A. Schade, consist of 401 volumes and 6,295 documents.

Ralph Schneider  
invents first  
credit card  
1950

1950

Charles Ginsburg  
invents first  
videotape  
recorder  
1951

1951

Joseph Woodland  
& Bernard Silver  
receive patent  
for barcode  
1952

1952

Bette Nesmith Graham  
invents Liquid Paper  
1956

1956

1953

1954



## PROJECT: *Alternative Filing*

**NEED:** Convenient filing service for customers.

**INNOVATION:** The Office developed a system by which customers can file their documents without standing in line—external and internal filing depository boxes. The external boxes are available 24 hours a day, 7 days a week and are located at the entrances of the Southeast Court in Mesa and the Northeast Court in Phoenix, and in the Madison Street parking garage in Downtown Phoenix. The internal boxes are available 8 a.m. - 5 p.m., Mon. - Fri. and are located in the: Downtown Distribution Center, Probate Office, Family Court Filing Counter, and the Southeast and Northwest Court lobbies.

**RESULT:** This fiscal year there were 39,689 filings in the external boxes and 171,425 filings in the internal boxes.

## PROJECT: *Passport/Marriage License Expansion*

**NEED:** Convenient processing passport/marriage license services for residents.

**INNOVATION:** The Clerk's Office opened passport application service at the Northwest Court in Surprise and the Northeast Court in Phoenix to accommodate county residents in these areas. In addition, both locations now also issue marriage licenses.

**RESULT:** Previously, the Office only had two locations (the Customer Service Center in Downtown Phoenix and the Southeast Court in Mesa) where it offered passport and marriage license service.



## PROJECT: *Legal Communication*

**NEED:** To inform the legal community about news that impacts them.

**INNOVATION:** In an effort to communicate more effectively with the legal community, the Public Affairs Office created a new electronic publication called *The Brief*. The publication is distributed monthly and contains Office news that impacts attorneys and their legal staff.

The Office also produces a publication called, *Doing Business with the Clerk's Office* (available online at: [www.clerkofcourt.maricopa.gov/news.asp](http://www.clerkofcourt.maricopa.gov/news.asp)) that provides information about the Office's services and procedures.

**RESULT:** More than 500 attorneys receive *The Brief*.



In November, several Juvenile Courtroom Clerk's and other Clerk of the Court Office staff assisted in a *National Adoption Day Event* at the Durango Juvenile Court Center. A total of 119 families finalized adoptions of 144 children.

The first  
computer hard  
disk used  
1956

Jack Kilby &  
Robert Noyce invent  
the microchip  
1959

The audio cassette  
is invented  
1962

James Russell invents  
the compact disk  
1965

1962

1964

1966

1956

1958

1960

## PROJECT: *Public Access Terminals*

**NEED:** To provide the public access to the Electronic Court Record (ECR).

**INNOVATION:** Public Access terminals have been installed at the Customer Service Center, Southeast, Northeast, and Northwest Offices that allow customers to instantly view court documents without standing in line. The public is able to access the ECR (scanned images of court documents) on the computer monitors, select the images to be printed, go to counter where they are printed, and pay the fee.

**RESULT:** Customers can view the scanned images as follows: probate cases (all cases from 1998 forward and active cases from 1994-1997) and all other case types from 2002 forward. The terminals save considerable time for customers and staff, and allow more than one person access to a file at a time.

## PROJECT: *Backscan*

**NEED:** Build the repository of available electronic images.

**INNOVATION:** The Office began a pilot project to "backscan" all inactive cases starting with Civil (CV) cases. The pilot seeks to convert approximately six million images. Currently, the Office's repository contains about 11 million electronic documents from filings in Criminal, Civil, Family Court, Mental Health, and Tax cases dating back to 2002, and Probate cases dating back to 1994.

The pilot project increases the amount of electronic images available, improves case researching efforts as microfilm and microfilm equipment are not needed, allows more than one person to access the case, and reduces storage. In the future, the pilot project will also consist of converting the electronic images to microfilm.

**RESULT:** To date, prepping of Southeast 2000 CVs has begun, scanning of 1999 CVs is almost complete, and the quality control for CV 98s is complete.

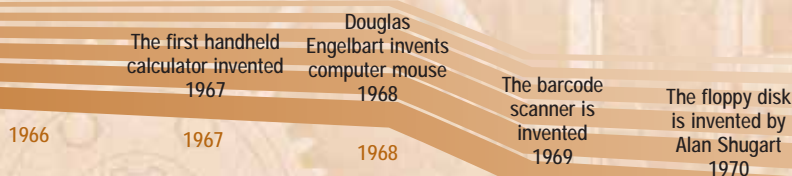


## PROJECT: *Notary Bond Status*

**NEED:** To better assist customers asking about the status of notary bonds.

**INNOVATION:** The Clerk's Office designed a new website to offer quick and easy access for customers to check the status of notary bond or certificate information. To access the feature, customers can go to the Office website at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov) and select *Notary Bond*.

**RESULT:** Prior to the website, the Clerk's Office received numerous calls regarding notary bonds. The website provides quick, consistent information for customers and averages 1,600 searches per month.



## PROJECT: *Process Server Resource*

**NEED:** To provide timely information to process server customers.

**INNOVATION:** The Clerk's Office developed a special section on its website to better assist process servers. For current process servers, the site lists information about upcoming quarterly meetings, announcements, and additional resources. For those interested in becoming a process server, the site provides the application, testing dates, and related information. The site is available at **[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)** and then select *Process Servers*.

**RESULT:** The website is a convenient resource that provides pertinent information regarding process servers' matters.



## PROJECT: *Continuous Improvement*

**NEED:** To continually improve the service the Office provides.

**INNOVATION:** To maintain high quality service, the Office placed a survey on its website that enables customers to provide feedback about the service they received. The survey takes less than one minute and allows the public to comment about specific services, locations, and the website. To access the survey, visit **[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)**.

**RESULT:** Staff has a tool to receive feedback to improve services and processes.

## PROJECT: *Specialized Staff Training*

**NEED:** To provide advanced training to increase the staff's job skills.

**INNOVATION:** The Training Division began a Professional Certification Series that offers specialized training to employees in three areas: *Train the Department Trainer*, *Professional Development*, and *Foundations of Leadership and Management*. Each program helps the employee develop the expertise necessary to excel in the workplace.

In addition, Training offered a total of \*1,202 courses to staff. The courses are designed to enhance an employee's knowledge of court, county, government, and work environment issues, as well as increase job and customer service skills.

*\*Figure includes all classroom sessions from staff and guest instructors, CD-Rom and Video training, On-the-Job Training, and external training.*

**RESULT:** Seventy employees enrolled in the initial Certification Training Series.



Clerk of the Court staff proved they desire to be a part of the solution in helping those in need. Here's how... staff donated \$4,016 to the County Combined Charity Campaign, which assists non-profit agencies; donated 302 pairs of socks, 199 pairs of shoes, and 2,355 articles of clothing for the homeless; and donated 265 new toys for children in the community during the holiday season.

The dot  
matrix printer  
is invented  
1971

First  
email  
is sent  
1971

The word  
processor is  
invented  
1972

The Post-it® Note is  
invented by Arthur Fry  
1974

1973

1974

1975

## PROJECT AWARDS: *Budget Management*

**RECOGNITION:** The Clerk of the Court's Office was presented with two distinguished awards from the Maricopa County Office of Management and Budget—the *Strategic Fitness Award* and the *Fiscal Fitness Award*. These awards are presented annually to county departments that excel in budget preparation and exhibit fiscal prudence. The Clerk's Office was one of the largest county offices to receive the awards.

## PROJECT AWARDS: *Annual Report*

**RECOGNITION:** The Public Affairs Office received national recognition for its production of the 2004-2005 Annual Report—*On Track*—from the International Association of Business Communicators (IABC) and the National Association of County Information Officers (NACIO). The IABC presented the report with Copper/Silver Quill awards in annual competitions among a 16-state U.S. region and Arizona businesses and organizations. NACIO, a competition among the nation's county governments, bestowed two *Superior Awards* on the report.

## PROJECT AWARDS: *Employee Service*



Duffy Watson (center) is applauded by (from left) Clerk of the Court Michael Jeanes, County Supervisor Max Wilson, Sandy Watson (Duffy's wife), and Linda Johnson (Duffy's supervisor) for his 37 years of service to the Clerk's Office at a special Maricopa County Employee Awards Ceremony. Duffy, who currently works in the Northwest Marriage License and Passport Office in Surprise, has issued an estimated 49,500 marriage licenses and 57,500 passports during his years with the Office.



The names of three former Clerk's Office staff were placed on Maricopa County's Service Pillar of Honor for their 30 years of service: Sue Fremouw (1972-2002); Mary Ellen O'Hara (1973-2003); and Sharon Sterns (1975-2005). To be eligible for the pillar, located on the Central Court Plaza, an employee must have retired after 30 or more years of service to the county.



Following are just a few comments received from the public on customer survey cards regarding the service Clerk of the Court staff provided them:

•Extremely helpful and answered all of my questions with knowledge and politeness •More than excellent •Service is fantastic •Extremely helpful and calming in a stressful situation •Exceptional, always friendly, courteous, and professional •Always has a smile •The Office is so well run that it is incredible •They were quick and knew what they were doing

Computer Spreadsheet  
program invented  
1978

Cellular  
phones  
invented  
1979

The first IBM® Personal  
Computer (PC) invented  
1981

The CD-ROM  
invented  
1984





# MOVING Forward

PREVIEWING WHAT IS AHEAD  
FOR THE OFFICE

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INVENTOR: *Henry Ford*

INVENTION: *Model T*

OUR BUSINESS ANALOGY:

*The Clerk of the Superior Court's Office strives to continuously drive forward in finding avenues to get customers where they need to be.*

*"Coming together is a beginning;  
keeping together is progress;  
working together is success."*

*- Henry Ford*



## DEVELOPING PROJECT: 01/01/07

**OVERVIEW:** Almost seven years ago, the date 1/1/00 (Y2K) was an important day outside the Office. Today, the date 1/1/07 is an important day within the Office. January 1, 2007 is the date that Clerk of the Court Michael Jeanes has set as the goal to no longer place paper into the hard copy files (Adult case types only). There are two important requirements that are being addressed to meet this goal: obtain authorization from the Chief Justice to dispose the paper documents and ensure a reliable backup electronic system.

When implemented, documents will no longer be put into a case file and new complaint file folders will not be created. The paper documents will be scanned, audited, and then disposed. Without paper, the electronic image becomes the original and official court record.

## DEVELOPING PROJECT: *Downtown Justice Center*

**OVERVIEW:** In 2004, a groundbreaking ceremony was held for the new 254,300 square-foot, five-story Maricopa County Downtown Justice Center. The building will house eight county departments, including the Clerk of the Court and five justice courts. The building is located at 620 W. Jackson St., across from the Customer Service Center in Phoenix. Construction is projected to be completed in November 2006.



## PROJECT: *New Cash Receipt*

**OVERVIEW:** A new cash receipting system is being planned for implementation in the Clerk's Office, Superior Court, and Adult Probation. The system will be user-friendly for staff and include new functionalities such as scanning customer's checks and printing new case filing information to populate the Court's system and file as receipted. The new system will provide flexibility for the Office, eliminate redundant data entry of trust deposits and filing fee deferrals, and provide useful information for customers.



The Clerk's Office utilizes receipts at all filing counters, public counters, and marriage license and passport offices.

Windows® program  
invented by MicroSoft®  
1985

1985

World Wide Web / Internet  
protocol language (HTML)  
created by Tim Berners-Lee  
1990

1990

Pentium®  
processor  
invented  
1993

Digital video disk  
(DVD) invented  
1995

1995



# ANSWERING *the Call*

## OFFICE LOCATIONS AND CONTACT INFORMATION

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INVENTOR: *Alexander Graham Bell*

INVENTION: *Telephone*

### OUR BUSINESS ANALOGY:

*The Clerk of the Superior Court's Office strives to answer the call in efficiently meeting the needs of its customers now and in the future with quality customer service.*



*"Before anything else,  
preparation is the key to success."  
- Alexander Graham Bell*

## Service That Rings True

### CUSTOMER SERVICES

CENTRAL COURT BUILDING, 201 W. Jefferson Street (Phoenix)	602.506.3360
CUSTOMER SERVICE CENTER, 601 W. Jackson Street (Phoenix)	602.506.3360
FAMILY SUPPORT	602.506.3762
AUTOMATED SUPPORT	602.506.1900
NORTHEAST REGIONAL CENTER, 18380 N. 40th St. (Phoenix)	602.506.3360
NORTHWEST REGIONAL CENTER, 14264 Tierra Buena (Surprise)	602.372.9400
OLD COURTHOUSE, 125 W. Washington (Phoenix)	602.506.3763
SOUTHEAST REGIONAL FACILITY, 222 E. Javelina Avenue (Mesa)	602.506.3360

### JUVENILE COURT SERVICES

SOUTHEAST FACILITY, 1810 South Lewis (Mesa)	602.506.2850
DURANGO FACILITY, 3131 West Durango	602.506.4041

### MARRIAGE LICENSES & PASSPORT APPLICATIONS

CUSTOMER SERVICE CENTER, 601 W. Jackson (Phoenix)	602.506.7400
NORTHEAST REGIONAL CENTER, 18380 N. 40th St. (Phoenix)	602.372.7720
NORTHWEST REGIONAL CENTER, 14264 Tierra Buena (Surprise)	602.372.9400
SOUTHEAST FACILITY, 222 E. Javelina Avenue (Mesa)	602.506.2125

### MARRIAGE LICENSES — JUSTICE COURTS

AGUA FRIA, 9550 W. Van Buren, Buckeye	623.936.1449
EAST MESA, 4811 E. Julep #128, Mesa	480.985.0188
ESTRELLA MOUNTAIN, 100 N. Apache #C, Tolleson	623.386.4289
HASSAYAMPA, 155 N. Tegner, Suite D, Wickenburg	602.506.1554
IRONWOOD, 209 E. Pima, Gila Bend	602.506.1589
MARYVALE, 4622 W. Indian School #10, Phoenix	623.245.0432
SOUTH MOUNTAIN, 217 E. Olympic Dr., Phoenix	602.243.0318

### MARRIAGE LICENSE/PASSPORTS — CITY CLERK

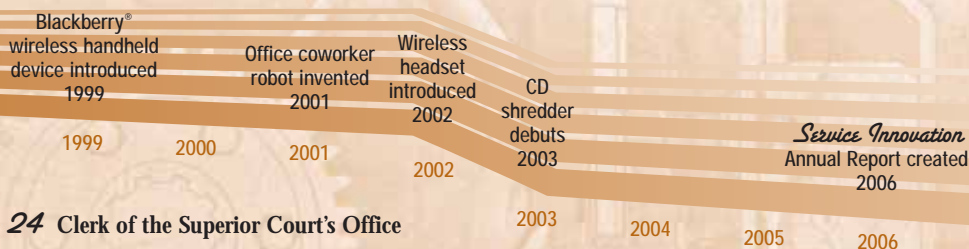
CHANDLER CITY HALL, 55 North Arizona Place, #203	480.782.2180
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### PASSPORTS ONLY

ARIZONA STATE UNIVERSITY, 951 South Mill (Tempe)	480.965.0877
GLENDALE CITY CLERK, 5850 W. Glendale Ave. (Wed. only)	623.930.3260
GRANITE REEF CENTER, 1700 N. Granite Reef (Scottsdale) (call for times)	480.312.7277
PEORIA CITY CLERK, 8401 W. Monroe	623.773.7343
PIMA NORTH SERVICE CENTER, 8787 E. Hualapai Rd. (Scottsdale)	480.312.6280
SCOTTSDALE CITY CLERK, 3939 Civic Center Plaza (call for times)	480.312.2412

### OTHER SERVICES

SUPPORT PAYMENT FAX BACK HISTORY	602.506.4755
SUPPORT PAYMENT HISTORY	602.506.7444
FAX-ON-DEMAND	602.506.0034
LONG DISTANCE FAX-ON-DEMAND	1.866.506.0034





*Success!*

*"Well done is better than well said."*

*- Benjamin Franklin*

*This annual report was prepared by the Public Affairs and  
Education Department of the Clerk of the Court's Office.  
Additional copies and/or other information material are available  
to the public by calling 602-506-3676 or by sending an email to:*

*[customerrelations@mail.maricopa.gov](mailto:customerrelations@mail.maricopa.gov)*

*Also, please visit our website at:  
[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)*

# SERVICE Innovation

The background of the entire page is a solid orange color. Overlaid on this background is a faint, large-scale image of a person sitting at a desk, working on a typewriter. The image is semi-transparent and has a vintage feel. In the upper left quadrant, there are several thin, black, swirling lines that resemble orbits or abstract motion. Across the middle of the page, there are several horizontal and curved lines in a purple color. The text 'SERVICE' is in a large, white, serif font, and 'Innovation' is in a black, cursive script font, both positioned over the purple lines. The bottom half of the page features a pattern of binary code (0s and 1s) in a light orange color, which is also semi-transparent and blends with the background image.